Insurance

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents / Bottom Number - First Contact Resolution	
				Low	FCR Total
Insurance	Application Services	Paul Lundell	None	1 / 1	1 / 1
			Novell GroupWise	1 / 1	1 / 1
			Product Total	2 / 2	2 / 2
		Tony Larsen	None	1 / 0	1 / 0
			Novell GroupWise	1 / 1	1 / 1
			Product Total	2 / 1	2 / 1
		Assigned to Individual Total		4 / 3	4 / 3
	Application Support	Scott VanderLinden	None	2 / 0	2 / 0
			SIRCON Commercial	1 / 0	1 / 0
			Product Total	3 / 0	3 / 0
		Assigned to Individual Total		3 / 0	3 / 0

Insurance

				Low	FCR Total
Insurance	Capitol Desktop Support	Paul Ross	Mozilla Firefox	1 1	1 1
			None	77 76	77 76
			Novell Client for 32-bit Windows	3 3	3 3
			Novell GroupWise	2 2	2 2
			Novell Messenger	2 2	2 2
			SIRCON For States	2 2	2 2
			Product Total	87 86	87 86
		Assigned to Individual Total		87 86	87 86
	Capitol Hosting	Curtis Parker	Citrix ICA Client	1 0	1 0
			Product Total	1 0	1 0
		Joe Benson	None	1 0	1 0
			Product Total	1 0	1 0
		Kyle Burkhardt	None	1 0	1 0
			Product Total	1 0	1 0

Insurance

				Low	FCR Total
Insurance	Capitol Hosting	**Assigned to Individual Total**		3 0	3 0
	Help Desk	Brenda Treadway	PGP	1 1	1 1
			Product Total	1 1	1 1
		Eileen Dubach	Novell Client for 32-bit Windows	1 1	1 1
			Product Total	1 1	1 1
		Julie VanBeekum	None	1 1	1 1
			Novell Client for 32-bit Windows	1 1	1 1
			Novell GroupWise	3 3	3 3
			Product Total	5 5	5 5
		Vicky Marrelli	Action Request System	1 0	1 0
			Novell Client for 32-bit Windows	1 1	1 1
			Remedy Incident Management	1 1	1 1
			Product Total	3 2	3 2
		Assigned to Individual Total		10 9	10 9

Insurance

				Low	FCR Total
Insurance	Voice Operations	Romanza Hamblin	Telephone	1 1	1 1
			Product Total	1 1	1 1
		Assigned to Individual Total		1 1	1 1
	Customer Company Total			108 99	108 99
Customer Company Total				108 99	108 99

Enterprise Incident Report February 2012

As of 3/1/2012

Insurance

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	Product	Low	MIR Total
Insurance	Application Services	Paul Lundell	None	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Tony Larsen	None	1 1	1 1
			Novell GroupWise	1 0	1 0
			Product Total	2 1	2 1
		Assigned to Individual Total		4 1	4 1
	Application Support	Scott VanderLinden	None	2 0	2 0
			SIRCON Commercial	1 0	1 0
			Product Total	3 0	3 0
		Assigned to Individual Total		3 0	3 0

Enterprise Incident Report February 2012

As of 3/1/2012

Insurance

Insurance				Low	MIR Total
Insurance	Capitol Desktop Support	Paul Ross	Mozilla Firefox	10	10
			None	772	772
			Novell Client for 32-bit Windows	30	30
			Novell GroupWise	20	20
			Novell Messenger	20	20
			SIRCON For States	22	22
			Product Total	874	874
		Assigned to Individual Total		874	874
	Capitol Hosting	Curtis Parker	Citrix ICA Client	10	10
			Product Total	10	10
		Joe Benson	None	11	11
			Product Total	11	11
		Kyle Burkhardt	None	11	11
			Product Total	11	11

Enterprise Incident Report February 2012
As of 3/1/2012

Insurance

				Low	MIR Total
Insurance	Capitol Hosting	**Assigned to Individual Total**		32	32
	Help Desk	Brenda Treadway	PGP	10	10
			Product Total	10	10
		Eileen Dubach	Novell Client for 32-bit Windows	10	10
			Product Total	10	10
		Julie VanBeekum	None	10	10
			Novell Client for 32-bit Windows	10	10
			Novell GroupWise	30	30
			Product Total	50	50
		Vicky Marrelli	Action Request System	10	10
			Novell Client for 32-bit Windows	10	10
			Remedy Incident Management	10	10
			Product Total	30	30
		Assigned to Individual Total		100	100

Insurance

				Low	MIR Total
Insurance	Voice Operations	Romanza Hamblin	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Customer Company Total			1087	1087
Customer Company Total				1087	1087

Insurance

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTIR Total
Insurance	Application Services	Paul Lundell	None	1 0.03	1 0.03
			Novell GroupWise	1 0.25	1 0.25
			Product Total	2 0.14	2 0.14
		Tony Larsen	None	1 1.19	1 1.19
			Novell GroupWise	1 0.02	1 0.02
			Product Total	2 0.61	2 0.61
		Assigned to Individual Total		4 0.37	4 0.37
	Application Support	Scott VanderLinden	None	2 0.21	2 0.21
			SIRCON Commercial	1 0.91	1 0.91
			Product Total	3 0.44	3 0.44
		Assigned to Individual Total		3 0.44	3 0.44

Insurance

				Low	ATTIR Total
Insurance	Capitol Desktop Support	Paul Ross	Mozilla Firefox	1 0.41	1 0.41
			None	77 0.12	77 0.12
			Novell Client for 32-bit Windows	3 0.11	3 0.11
			Novell GroupWise	2 0.09	2 0.09
			Novell Messenger	2 0.20	2 0.20
			SIRCON For States	2 3.07	2 3.07
			Product Total	87 0.19	87 0.19
		Assigned to Individual Total		87 0.19	87 0.19
	Capitol Hosting	Curtis Parker	Citrix ICA Client	1 0.47	1 0.47
			Product Total	1 0.47	1 0.47
		Joe Benson	None	1 6.09	1 6.09
			Product Total	1 6.09	1 6.09
		Kyle Burkhardt	None	1 1.08	1 1.08
			Product Total	1 1.08	1 1.08

Insurance

				Low	ATTIR Total
Insurance	Capitol Hosting	**Assigned to Individual Total**		3 2.55	3 2.55
	Help Desk	Brenda Treadway	PGP	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Eileen Dubach	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Julie VanBeekum	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Novell GroupWise	3 0.00	3 0.00
			Product Total	5 0.00	5 0.00
		Vicky Marrelli	Action Request System	1 0.22	1 0.22
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Remedy Incident Management	1 0.00	1 0.00
			Product Total	3 0.07	3 0.07
		Assigned to Individual Total		10 0.02	10 0.02

Enterprise Incident Report February 2012
As of 3/1/2012

Insurance

				Low	ATTIR Total
Insurance	Voice Operations	Romanza Hamblin	Telephone	1 0.25	1 0.25
			Product Total	1 0.25	1 0.25
		Assigned to Individual Total		1 0.25	1 0.25
	Assigned Group Total			108 0.26	108 0.26
Customer Company Total				108 0.26	108 0.26

Insurance

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Resolution

Customer Company	Assigned Group	Assigned to Individual	Product	Low	MR Total
Insurance	Application Services	Paul Lundell	None	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Tony Larsen	None	1 0	1 0
			Novell GroupWise	1 0	1 0
			Product Total	2 0	2 0
		Assigned to Individual Total		4 0	4 0
	Application Support	Scott VanderLinden	None	2 0	2 0
			SIRCON Commercial	1 0	1 0
			Product Total	3 0	3 0
		Assigned to Individual Total		3 0	3 0

Insurance

Insurance	Capitol Desktop Support	Paul Ross		Low	MR Total
Insurance	Capitol Desktop Support	Paul Ross	Mozilla Firefox	1 0	1 0
			None	77 0	77 0
			Novell Client for 32-bit Windows	3 0	3 0
			Novell GroupWise	2 0	2 0
			Novell Messenger	2 0	2 0
			SIRCON For States	2 0	2 0
			Product Total	87 0	87 0
		Assigned to Individual Total		87 0	87 0
	Capitol Hosting	Curtis Parker	Citrix ICA Client	1 1	1 1
			Product Total	1 1	1 1
		Joe Benson	None	1 1	1 1
			Product Total	1 1	1 1
		Kyle Burkhardt	None	1 0	1 0
			Product Total	1 0	1 0

Enterprise Incident Report February 2012
As of 3/1/2012

Insurance

				Low	MR Total
Insurance	Capitol Hosting	**Assigned to Individual Total**		3 2	3 2
	Help Desk	Brenda Treadway	PGP	1 0	1 0
			Product Total	1 0	1 0
		Eileen Dubach	Novell Client for 32-bit Windows	1 0	1 0
			Product Total	1 0	1 0
		Julie VanBeekum	None	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Novell GroupWise	3 0	3 0
			Product Total	5 0	5 0
		Vicky Marrelli	Action Request System	1 0	1 0
			Novell Client for 32-bit Windows	1 0	1 0
			Remedy Incident Management	1 0	1 0
			Product Total	3 0	3 0
		Assigned to Individual Total		10 0	10 0

Insurance

				Low	MR Total
Insurance	Voice Operations	Romanza Hamblin	Telephone	10	10
			Product Total	10	10
		Assigned to Individual Total		10	10
	Assigned Group Total			1082	1082
Customer Company Total				1082	1082

Enterprise Incident Report February 2012

As of 3/1/2012

Insurance

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Product	Top Number - Total Incidents Bottom Number - Average time in hours	
				Low	ATTR Total
Insurance	Application Services	Paul Lundell	None	1 0.48	1 0.48
			Novell GroupWise	1 0.55	1 0.55
			Product Total	2 0.52	2 0.52
		Tony Larsen	None	1 1.23	1 1.23
			Novell GroupWise	1 1.56	1 1.56
			Product Total	2 1.39	2 1.39
		Assigned to Individual Total		4 0.95	4 0.95
	Application Support	Scott VanderLinden	None	2 0.66	2 0.66
			SIRCON Commercial	1 0.91	1 0.91
			Product Total	3 0.74	3 0.74
		Assigned to Individual Total		3 0.74	3 0.74

Insurance

				Low	ATTR Total
Insurance	Capitol Desktop Support	Paul Ross	Mozilla Firefox	1 1.12	1 1.12
			None	77 0.53	77 0.53
			Novell Client for 32-bit Windows	3 0.35	3 0.35
			Novell GroupWise	2 1.24	2 1.24
			Novell Messenger	2 1.19	2 1.19
			SIRCON For States	2 4.85	2 4.85
			Product Total	87 0.66	87 0.66
		Assigned to Individual Total		87 0.66	87 0.66
	Capitol Hosting	Curtis Parker	Citrix ICA Client	1 43.55	1 43.55
			Product Total	1 43.55	1 43.55
		Joe Benson	None	1 6.09	1 6.09
			Product Total	1 6.09	1 6.09
		Kyle Burkhardt	None	1 1.08	1 1.08
			Product Total	1 1.08	1 1.08

Enterprise Incident Report February 2012
As of 3/1/2012

Insurance

				Low	ATTR Total
Insurance	Capitol Hosting	**Assigned to Individual Total**		3 16.91	3 16.91
	Help Desk	Brenda Treadway	PGP	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Eileen Dubach	Novell Client for 32-bit Windows	1 0.00	1 0.00
			Product Total	1 0.00	1 0.00
		Julie VanBeekum	None	1 0.00	1 0.00
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Novell GroupWise	3 0.00	3 0.00
			Product Total	5 0.00	5 0.00
		Vicky Marrelli	Action Request System	1 0.38	1 0.38
			Novell Client for 32-bit Windows	1 0.00	1 0.00
			Remedy Incident Management	1 0.00	1 0.00
			Product Total	3 0.13	3 0.13
		Assigned to Individual Total		10 0.04	10 0.04

Enterprise Incident Report February 2012

As of 3/1/2012

Insurance

				Low	ATTR Total
Insurance	Voice Operations	Romanza Hamblin	Telephone	1 0.63	1 0.63
			Product Total	1 0.63	1 0.63
		Assigned to Individual Total		1 0.63	1 0.63
	Assigned Group Total			108 1.07	108 1.07
Customer Company Total				108 1.07	108 1.07

Insurance

Detail

INC000000450371	Jeffrey Remus	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.02
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.02
INC000000453075	Chad Glenn	None	None	None	TIR Missed:	Yes	6.09
Capitol Hosting		Joe Benson	Insurance	Low	Closed	TTR Missed: Yes	6.09
INC000000455191	Teresa Trusty	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000455200	Steven B Price	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000455443	Teresa Trusty	Application	None	SIRCON Commercial	TIR Missed:	No	0.91
Application Support		Scott VanderLinden	Insurance	Low	Closed	TTR Missed: No	0.91
INC000000455531	Reed Kartchner	Application	None	Novell GroupWise	TIR Missed:	No	0.00
Help Desk		Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000455591	Jilene Whitby	Application	None	None	TIR Missed:	No	0.79
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.32
INC000000455834	Aaron Phillips	Application	Error	Citrix ICA Client	TIR Missed:	No	0.47
Capitol Hosting		Curtis Parker	Insurance	Low	Closed	TTR Missed: Yes	43.55
INC000000455928	Jeff Hawley	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.25
Voice Operations		Romanza Hamblin	Insurance	Low	Closed	TTR Missed: No	0.63
INC000000455936	Reed Kartchner	Network	None	None	TIR Missed:	No	0.12
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.61
INC000000456120	Brent Oscarson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Help Desk		Eileen Dubach	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000456131	Jeffrey Remus	None	None	None	TIR Missed:	Yes	1.08
Capitol Hosting		Kyle Burkhardt	Insurance	Low	Closed	TTR Missed: No	1.08
INC000000456314	Suzette D Green-Wright	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.38
INC000000456788	Gail Fielding	None	None	None	TIR Missed:	No	0.03
Application Services		Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.48
INC000000456838	Beth Crim	None	None	None	TIR Missed:	No	0.55
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.74
INC000000456878	Luanne Winters	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.12
Capitol Desktop Support		Paul Ross	Insurance	Low	Closed	TTR Missed: No	5.39

Insurance

INC000000456885	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000456888	Luanne Winters	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.98
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	5.16
INC000000456890	Tanji Northrup	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000457065	Colette Sawyer	None	None	None		TIR Missed: No	0.37
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.37
INC000000457231	Teresa Trusty	None	None	None		TIR Missed: Yes	1.19
	Application Services	Tony Larsen	Insurance	Low	Closed	TTR Missed: No	1.23
INC000000457419	Cathy Burton	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000457614	Mary Dy	Application	Reporting	Novell GroupWise		TIR Missed: No	0.25
	Application Services	Paul Lundell	Insurance	Low	Closed	TTR Missed: No	0.55
INC000000458037	Dan Applegarth	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.34
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	4.66
INC000000458283	Cathy Burton	Application	Password	Novell Messenger		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	1.98
INC000000458445	Linda Hardy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000458768	David Snowball	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000458880	Beth Crim	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000458979	Grace Reinhart	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000458983	Heidi Petermann	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000459270	Michelle M White	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000460611	Dan Applegarth	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000460777	Paul Throckmorton	Application	Error	Action Request System		TIR Missed: No	0.22
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.38

Insurance

INC000000460792	Ross Elliott	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000460807	Beth Crim	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.09
INC000000460861	Armand Glick	None	None	None	TIR Missed: Yes	1.75
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	2.81
INC000000461281	Linda Hardy	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.18
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.82
INC000000461549	Diane Perucca	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461553	Diane Perucca	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461557	Kris Redmond	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461560	Brad Tibbitts	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461596	Beth Crim	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461599	Beth Crim	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461755	Suzette D Green-Wright	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461757	Colette Sawyer	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000461947	Diane Perucca	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462018	Beth Crim	PC/Laptop	Hardware	None	TIR Missed: No	0.12
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	5.55
INC000000462175	Shane Sadler	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462180	Marilyn Thorstensen	None	None	None	TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462823	Jeffrey Remus	Application	Reporting	Remedy Incident Management	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Insurance	Low	Closed	TTR Missed: No	0.00

Insurance

INC000000462934	Dwight G Christensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462935	Rudy VanBeekum	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462941	Marilyn Thorstensen	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462976	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000462981	Nancy Askerlund	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463016	Armand Glick	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463391	Ramona Goodwin	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463698	Sandy Glaze	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463700	Diane Perucca	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463702	Mary Dy	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463704	Clarissa Crisp	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Closed	TTR Missed: No	0.00
INC000000463846	Cathy Burton	Application	Error	SIRCON For States		TIR Missed: Yes	3.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	4.85
INC000000463848	Heidi Petermann	Application	Error	SIRCON For States		TIR Missed: Yes	3.07
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	4.86
INC000000464046	Suzette D Green-Wright	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000464051	Sandra Halladay	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00
INC000000464469	Randy Overstreet	None	None	None		TIR Missed: No	0.95
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.95
INC000000464598	Connie Nowland	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed: No	0.00

Insurance

INC000000464601	Connie Nowland	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000464640	Jenifer Christian	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000464782	Mark Kleinfield	None	None	None		TIR Missed:	No	0.19
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.19
INC000000465402	Heidi Petermann	Application	Error	Mozilla Firefox		TIR Missed:	No	0.41
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	1.12
INC000000465745	David Snowball	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000466032	David Snowball	Application	Password	Novell GroupWise		TIR Missed:	No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	1.31
INC000000466143	Beth Crim	None	None	None		TIR Missed:	No	0.23
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.44
INC000000466367	Sandy Glaze	None	None	None		TIR Missed:	No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	1.87
INC000000466764	Randy Overstreet	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000466837	Jilene Whitby	Application	Reporting	Novell GroupWise		TIR Missed:	No	0.09
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	1.17
INC000000466974	Terisa Anderson	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467427	Rudy VanBeekum	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.13
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.22
INC000000467660	Jeffrey Remus	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467662	Ned Shimizu	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467664	Reed Kartchner	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467666	Dwight G Christensen	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467668	David A Stauffer	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00

Insurance

INC000000467670	Shane Tiernan	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467671	Rudy VanBeekum	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467674	Steven Jentzsch	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000467823	Gail Fielding	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000468036	Betsy Jerome	None	None	None	TIR Missed:	No	0.56
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.99
INC000000468148	Betsy Jerome	None	None	None	TIR Missed:	Yes	1.89
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	4.41
INC000000468304	Cathy Burton	Application	Password	Novell GroupWise	TIR Missed:	No	0.02
Application Services	Tony Larsen	Insurance	Low	Resolved	TTR Missed:	No	1.56
INC000000468639	Joyce Maher	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000468649	Randy Overstreet	Application	Error	Novell Messenger	TIR Missed:	No	0.41
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.41
INC000000468943	Aaron Phillips	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.28
INC000000469111	Victoria Wang	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.02
INC000000469642	Kris Redmond	Network	None	None	TIR Missed:	No	0.00
Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000469673	Victoria Wang	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000469687	Victoria Wang	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000469706	Kris Redmond	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000469708	Richard Grieser	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000469762	Jilene Whitby	None	None	None	TIR Missed:	No	0.00
Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00

Insurance

INC000000469781	Laura Shepherd	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.40
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed:	No	0.40
INC000000469983	Jilene Whitby	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000470028	Victoria Wang	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000470083	Brad Tibbitts	Application	Password	Novell GroupWise		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000470277	Mary Dy	None	None	None		TIR Missed:	No	0.00
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.00
INC000000470413	Silmara Charlesworth	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.02
	Application Support	Scott VanderLinden	Insurance	Low	Resolved	TTR Missed:	No	0.93
INC000000470443	Betsy Jerome	Network	Incident	None		TIR Missed:	No	0.38
	Capitol Desktop Support	Paul Ross	Insurance	Low	Resolved	TTR Missed:	No	0.65